



Managed Services for Education

What if I have questions?

ECCI has answers!

- ✓ **Call our Customer Service Hotline.** Dial 1-888-937-3224 or ext. 2900 from any phone on campus. Representatives are available to answer questions about your telephone statements, spending limit, and other account information.
- ✓ **Check our website.** You can access your account, check your account balance, and pay your bill - all online at www.NetWolves.com/ECCI.
- ✓ **E-mail us** at ecciorders@netwolves.com anytime. Be sure to include your name and account number with your request. A customer service representative will provide answers promptly.
- ✓ **Fax your request toll free** to 1-877-329-3224. Include your name, account number, and telephone number.

Think Prepaid Cards are Cheaper? Think Again!

You see them everywhere — signs in gas stations, stores, the U.S. Post Office — advertising prepaid cards with rates as low as 2 cents/minute. What they don't advertise in large print is the connection fee that is added to every call, or the call minimum requirement that charges 5 minutes of time when a call isn't answered or you only reach an answering machine! When you're paying surcharges as high as \$2.99, and 5 minute minimums, they can afford to give you 2 cents/minute.

READ THE FINE PRINT.

KEEPING STUDENTS TALKING



Authorized Communications Provider



YOUR GUIDE TO LONG DISTANCE CALLING

9

cents/minute

10 cents/minute
For paper billing

**No fees!
No extra surcharges!**

What else should I know?

The following fees may be charged to your account as appropriate:

- 1.5% Service Charge on Unpaid Balances
- \$15 Returned Check Fee
- \$25 Declined Credit Card Fee

FAQS - Click Here

YOUR GUIDE TO LONG DISTANCE CALLING

NetWolves ECCI Corp. (ECCI)

4805 Independence Parkway, Ste. 101
Tampa, Florida 33634-7527

Email: ecciorders@netwolves.com

Phone: 1-888-937-3224 or

Ext. 2900 from any phone on campus

Fax: 1-877-329-3224

www.NetWolves.com/ECCI

Slippery Rock University's Authorized Communications Service Partner

Questions and Answers About ECCI

How does this service work?

Your authorization card allows you to make long distance calls from anywhere on campus, anytime.

To receive the lowest rate, your account has been set up for e-billing and the rate for all on-campus domestic calls is 9 cents per minute. You can pay your e-bill online or by check.

You can use your Auth Code like a calling card when not on campus via an 800 number. The 800 number is: (800) 707-7978. The Off Campus 800 Access number should only be used when you are not on a line served by the campus telephone system as the rates are higher than direct dial rates from campus.

Who is ECCI?

ECCI, the Education Communications Consortia, Inc., is a national telecommunications management company, selected by Slippery Rock University to manage student long distance on your campus. We are headquartered in Tampa, Florida, and service colleges and universities across the country.

How do I pay my bill?

Once a month, you will receive one bill for all your long distance charges, including calls on and off campus. Your bill will be sent to your school e-mail account. You may contact ECCI to change this to paper billing (sent to your school or home address), but you will incur a higher per minute rate. You can pay your bill online with a VISA or MasterCard or you can mail a check to ECCI.

What is my spending limit?

ECCI gives each student a \$50 monthly spending limit for long distance calling. Your code will be deactivated if you exceed that limit. Although credit limit management is a service designed to protect you and your family, it is not a guarantee. You are responsible for any and all long distance charges and associated fees made with your authorization code and calling card.

9 cents/minute
When your account is registered
for e-billing!

Low Calling Rates

- ↳ **In-State and Out-of-State Calling**
10 cents/minute or 9 cents/minute with e-billing
- ↳ **Local calling is free of charge**
- ↳ **Off Campus "800 Access" - 15 cents/minute** for domestic calls from off campus, with NO surcharge.
- ↳ All calls are billed in 1-minute increments and standard taxes apply.

Easy Dialing

Local Dialing †

Dial 8, then when prompted, enter your authorization code. Then dial the area code and phone number.

Long Distance Dialing

Dial 8, then when prompted, enter your authorization code. Then dial the area code and phone number.

International Dialing

Not available with this program

Toll Free Dialing

Dial 8, then when prompted, enter your authorization code. Then dial the toll free number.

Directory Assistance (\$1.25 per call)

Dial 8, then when prompted, enter your authorization code and then dial 411.

University Police

Dial ext. 3333

Emergency Calls

Dial 8, then 911.



Your authorization code allows you to make long distance calls from anywhere on campus at Slippery Rock University.

Customer Service

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Visit us Online:

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